

Commission on Affairs of the Elderly



Elderly Commission **Services for Seniors** *Resource Manual*



Mayor Thomas M. Menino, City of Boston

Commissioner Eliza F. Greenberg, Commission on Affairs of the Elderly



Boston's seniors are a dynamic and diverse group of people. One of my top priorities as Mayor is to help improve the quality of life for all senior citizens living here in the City of Boston. There are a myriad of FREE senior services and benefits available throughout the city and I want to make sure that each of you are taking full advantage of them all.

This manual was created as a useful tool to help both seniors and their loved ones learn about and access essential city services and benefits. Its aim is to ensure that all Boston senior residents, their families and caregivers, are aware of these critical services and programs. I hope you find this manual of city resources useful.

My administration is committed to ensuring that seniors get back from the city all that they have given over the years. Our elders have built the foundations of our communities and neighborhoods. Your health and wellbeing are of utmost importance to me and to the City of Boston.

If you have questions or concerns on any senior issue or problem, please contact the Commission on Affairs of the Elderly directly and speak with an advocate. Thank you for remaining such a vital and important part of Boston's past, present and future!

Sincerely,

A handwritten signature in dark ink, reading "Thomas M. Menino". The signature is fluid and cursive, with a large, stylized initial 'T'.

Thomas M. Menino
Mayor of Boston

Services for Seniors

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City of Boston, Mayor's Office

General Contact information:

Address: Mayor's Office
1 City Hall Plaza
Boston, MA 02201

Telephone: (617) 635-3151

Facsimile: (617) 635-3496

Web Site: www.cityofboston.gov/mayor

Mayor's Hotline:

The Mayor's Constituent Service is available to accept requests and complaints 24 hours a day by calling (617) 635-4500.

Important City Phone Numbers:

Elderly Commission: (617) 635-4366

Senior Shuttle: (617) 635-3000

Mayor's Office of Consumer Affairs & Licensing: (617) 635-3834

Mayor's Office of Neighborhood Services: (617) 635-3485

Mayor's Office of Art Tourism & Special Events: (617) 635-3911

Assessing Department: (617) 635-4287

Boston Center for Youth & Families: (617) 635-4920

Boston Police Department: (617) 343-4500

Boston Fire Safety Program: (617) 635-2359

Boston Housing Authority: (617) 451-1250

Boston Public Health Commission, Elder Health Program:
(617) 534-5674

Boston City Council: (617) 635-3040

Boston Public Works Department: (617) 635-4900

Department of Neighborhood Development: (617) 635-0338

Boston Redevelopment Authority: (617) 722-4300

Office of Civil Rights: (617) 635-2500

Parks & Recreation: (617) 635-4505

Veterans' Services: (617) 635-3037

Water and Sewer Commission: (617) 989-7000

Commission on Affairs of the Elderly

Address: One City Hall Plaza, Room 271
Boston City Hall
Boston, MA 02201

Telephone: (617) 635-4366

Facsimile: (617) 635-3213

Website: www.cityofboston.gov/elderly

The mission of the Commission on Affairs of the Elderly is to enhance the quality of life for Boston's senior citizens through planning, coordinating, and monitoring the delivery of services to the elderly in an efficient and effective manner. The Elderly Commission, as Boston's Area Agency on Aging and Council on Aging, promotes the active involvement of seniors in the life and health of their neighborhoods.

The Commission on Affairs of the Elderly offers citizens, age 60 and older, the following services in the City of Boston.

Please note that all services are FREE

Community Service Advocates

The Elderly Commission employs 12 advocates who are individually assigned a neighborhood to serve. Advocates are available to provide one-on-one assistance with government benefits, tenant and homeowner issues, various city services available to seniors, and make referrals to social service agencies according to need.

Additionally, the Elderly Commission provides Boston seniors with free blood pressure and dental screenings. Senior exercise classes are also available in community centers throughout

Boston. Neighborhood service advocates are available to help start a crime watch or a walking group.

Advocates also provide services to homebound seniors.

The Mayor's Advisory Council

The Mayor's Advisory Council meets on the first Friday of every month in Room 801, Boston City Hall from 10:00 a.m. to 12:00 noon, and is open to the public.

This group is made of elected and appointed seniors and senior service agency representatives.

The Council has several functions that further the mission of developing and coordinating community-based systems of services for all older persons.

The council shall advise the Commission relative to:

- Representing the interest of older persons.
- Reviewing, organizing and commenting on community policies and funded services that affect Boston seniors.

Community Relations **Communications**

It's important to the Elderly Commission that Boston's seniors are up to date with services, issues, and all things relevant to senior living. *Boston Seniority* magazine is published 10 times per year and is available free at senior centers, libraries, elder housing complexes and other locations throughout Boston. "Boston Seniors Count" is an informational program for area seniors broadcast live on Tuesdays at 3:30 p.m. on Boston Neighborhood Network TV Channel 9.

Events

Over 100 education, recreational, and social events for seniors are offered each year by the Commission and other organizations. Held throughout the City's neighborhoods, these gatherings offer Boston seniors opportunities to learn and socialize with new and old friends, thus decreasing isolation and loneliness.

Nutrition

The Elderly Nutrition Program ensures nutritional meals for income eligible seniors, who may dine at any of 40 area congregate lunch sites or receive home meal delivery anywhere in Boston. Considering special dietary requirements for seniors is a top priority, this ensures that everyone has access to the essential nutrients specific to their needs.

Senior Shuttle

Provides free transportation within the City of Boston to non-emergency medical appointments, food shopping, social and recreational events. The Senior Shuttle provides curb-to-curb service to your destination and return home. Several Senior Shuttles are wheelchair accessible. Priority is given to seniors needing transportation for medical appointments. The Senior Shuttle program requests three business days notice for scheduling shuttle rides. This service runs on a first come, first serve basis. Phone : (617) 635-3000.

Taxi Coupons

Taxi coupons may be purchased in the office of the Commission on Affairs of the Elderly in Boston City Hall, Room 271. The taxi coupons may also be purchased through the Taxi Coupon Coordinator, who maintains regularly scheduled visits to local senior centers, housing complexes and senior club meetings. The Community Service Advocates also sell coupon books to homebound seniors. Elders may purchase taxi coupon books worth \$10.00 at

a cost of \$5.00. All Boston licensed taxi drivers are mandated to accept the coupons.

SHINE Program

(Serving Health Information Needs of Elders)

Provides seniors with information and assistance in making decisions about health care coverage. The SHINE program ensures that seniors receive accurate, non-biased information regarding health care options. SHINE counselors help seniors understand their health insurance needs, review their present coverage, and inform seniors of their rights under Medicare and make referrals when appropriate.

Housing Services

The Housing Unit provides information, referral and direct assistance to Boston's senior tenants and homeowners in all housing issues.

Caregiver Support Services

Support services available to family caregivers include: information and referral, assistance in gaining access to services, individualized counseling, support groups, care giving problem solving, respite care and supplemental services. Support services available to grandparents raising grandchildren are: support groups, advocacy, respite care, information and referrals, workshops and trainings.

Fire Safety Program

Provides free smoke detectors and their maintenance to Boston seniors.

Senior Companion Program

This program allows seniors to help other seniors by serving as one-on-one companions, helping with everyday life. Both companion and senior benefit from this program, making meaningful relationships along with impacts on one another's lives.

Seniors Training for Employment Program (STEP)

This federally funded employment training program empowers low-income seniors to rejoin the work force: giving them the extra edge needed in today's work force. Participants are paid to perform 20 hours of community service weekly in non-profit, business and government agencies while seeking unsubsidized employment.

Retired and Senior Volunteer Program (RSVP)

Knowing the rewards of volunteering, the Elderly Commission provides seniors the chance to make an impact with their skills and experience through one of the many meaningful opportunities available through the City of Boston and the RSVP program. Along with helping local non-profits, RSVP participants benefit from the unique fulfillment that comes with volunteering.

Veronica B. Smith Multi-Service Senior Center

20 Chestnut Hill Avenue

Brighton, Ma 02135

Telephone: (617) 635-6120

Elderly Commission Task Force Groups

Health & Long Term Care Task Force

Meets the second Wednesday of every month at 9:00 a.m. in Room 801 of Boston City Hall.

The mission of the Health & Long Term Care Task Force is twofold:

- 1) To advocate for all Boston seniors in the areas of Health & Long Term Care.
- 2) To provide a forum where seniors, Title III recipients and other Health & Long Term Care professionals can keep up-dated and exchange information relative to current Health &

Long Term Care policies, procedures and legislation. Members choose the years' agenda in September.

Advocacy Task Force

Meets the fourth Friday of the month at 10:00 a.m. in the Piedmont Room on the fifth floor of Boston City Hall.

The Advocacy Task Force is a group of advocates who assist in establishing the legislative priorities for the Elderly Commission. This groups tracks, follows and works to support the said legislation. The group also works to support senior rights advocacy issues.

Housing Task Force

Meets the fourth Thursday of each month in Room 271 of Boston City Hall. This group advocates to meet the housing needs of Boston seniors.

Area Agency on Aging

The Boston Area Agency on Aging plans, coordinates, and monitors services for Boston seniors supported by Older Americans Act funding.

The AAA promotes the active involvement of seniors in the life and health of their neighborhoods. Our priority remains to promote optimal functioning and to prevent premature or inappropriate institutionalization of elders in Boston. Older American Act funding assists the City of Boston in our efforts to better serve the needs of our citizens. Our role as the Area Agency on Aging is to monitor and evaluate these services with input from Boston seniors to ensure both the quality and necessity of such services.

Older American Act funding enables the Commission to provide financial and programmatic support to non-profit agencies in the following areas of service:

- Supportive Services (senior centers, home repair, shopping assistance and legal assistance)
- Nutrition Services (home delivered and congregate meals)
- Health Services
- Caregiver Support Services
- Ombudsman Services

For a list of the non-profits and services funded through federal dollars by the Elderly Commission, please call the Area Agency on Aging (617) 635-4366. We encourage feedback from seniors on these services. Input on these services is valuable and assists us in planning future funding.

Mayor's Office of Consumer Affairs & Licensing

Address: One City Hall Plaza, Room 817
Boston City Hall
Boston, MA 02201

Telephone: (617) 635-3834

Facsimile: (617) 635-4174

Website: www.cityofboston.gov/consumeraffairs/

The Mayor's Office of Consumer Affairs & Licensing is made up of two divisions: the Consumer Affairs Division and the Licensing Division.

- The Consumer Affairs Division educates, advocates and mediates on behalf of Boston Consumers. The office monitors businesses to deter unfair and deceptive business practices affecting consumers and serves as a resource to the Mayor's Office on consumer issues. The Office works closely with the Office of the Attorney General.
- The Licensing Division maintains safety and order throughout the neighborhoods by the licensing of entertainment activities and maintaining of compliance with relevant laws. The Licensing Division processes new applications and renewals, inspects premises and holds hearings on licensing requests and violations. The Licensing Division works closely with the Boston Police Department and neighborhood organizations.

Guard Against Telemarketing Scams

Fraudulent telemarketing can come in the form of a direct cold call to your home, or it can result from your call responding to a print or broadcast.

The Telemarketing Sales Rule

This federal law applies to most telemarketing calls. Pursuant to this law:

- It's illegal for a telemarketer to call you if you've asked not to be called.
- Calling times are restricted to between 8:00 a.m. and 9:00 p.m.
- You must be told if it's a sales call, and be told who is calling before the pitch.
- You must be told that no purchase or payment is needed to win a prize. Hang up if you're asked to pay for a prize.
- It's illegal for telemarketers to misrepresent any information about their goods or services. They can't lie in order to get you to buy!
- Telemarketers must tell you the total cost of the product or services.
- You do not have to pay for any credit repair, money recovery services, or loan services until these services have been delivered.

The rule does not apply to calls made by you in response to a general media advertising, calls initiated by you not responding to any solicitation, catalog sales, sales not completed until there is a face-to-face meeting, business-to-business calls, and sales of pay-per-call services or sales of franchises.

Things You Can Do To Guard Against Telemarketing Fraud

- Keep this information near the phone. Legitimate companies will follow these rules. Don't deal with companies that won't!
- Take your time, and ask for written information before buying.
- Be careful about what you say to a telemarketer. A verbal agreement may obligate you to buy.
- Don't send money by courier, overnight mail, or wire, to anyone who insists on immediate payment.
- Unless you are sure of whom you are dealing with, don't give out sensitive information such as your Social Security number, credit card numbers, or bank account numbers.

Do Not Call List

Effective **January 1, 2003** an Act Regulating Telemarketing Solicitation:

The Act creates a “**Do Not Call**” Registry with the Office of Consumer Affairs & Business Regulations.

There are three ways for consumers to register their phone number to prohibit certain telephone solicitations.

Online:	www.mass.gov/donotcall
Toll Free:	(866) 231-call or (866) 231-2255
U.S. Mail:	MA Do Not Call Program, P.O. Box 1348, Boston, MA 02117

This document is intended to provide consumers with information regarding a specific topic. It is not meant to provide comprehensive information. For further questions, please contact the Consumer Affairs Division at (617) 635-3834.

The Rental Housing Resource Center

Address: Room 709
1 City Hall Plaza
Boston, MA 02201

Telephone: (617) 635-4200

Facsimile: (617) 635-2987

Web Site: www.cityofboston.gov/rentalhousing

E-mail: rentalhousing@cityofboston.gov

The Rental Housing Resource Center was created to provide advice, information, and assistance to Boston landlords and tenants who have problems or questions about rental housing issues.

The Rental Housing Resource Center:

- Mediates housing-related disputes, free of charge. The RHRC has helped to resolve hundreds of landlord-tenant disputes in a non-threatening and non-partisan atmosphere.
- Provides information to landlords and tenants regarding their rights and responsibilities under the law, and answers questions on any rental housing matter.
- Administers a Safety-Net program, which provides income-eligible elderly or disabled tenants, who are living in formerly rent-controlled units, with a rent subsidy for up to 24 months.
- Assists eligible tenants who have lived in the same formerly rent-controlled units since November of 1994 in applying for Section 8 vouchers on the basis of loss of rent control.



Mayor's Office of Neighborhood Services

For questions or concerns involving your neighborhood please contact your liaison at (617) 635-3485.

Website:

www.cityofboston.gov/neighborhoods/ons.asp

The Mayor employs over 20 Neighborhood Liaisons to meet the needs of citizens of Boston. Additionally there are liaisons that serve special populations:

Asian
Elderly
Hispanic
Lesbian and Gay
Vietnamese

The Mayor's Office of Neighborhood Services (ONS) encourages, facilitates and maximizes citizen input and participation in all aspects of government through service requests, neighborhood meetings, mailings, and emergency responses.

Mayor's Office of Arts, Tourism & Special Events

Address: One City Hall Plaza, Room 802
Boston City Hall
Boston, MA 02201

Telephone: (617) 635-3911

Facsimile: (617) 635-4428

Web Site: www.cityofboston.gov/arts

The Mayor's Office of Arts, Tourism & Special Events (MOATSE) fosters the growth of the cultural community; promotes public participation in the arts and public celebrations; and advances cultural tourism in Boston.

MOATSE serves Boston residents and its visitors along with the city's cultural community and visitor industry in these ways:

- Providing advocacy, promotion, technical assistance and funding for the arts community.
- Producing year-round events including festivals, concerts, exhibitions and public celebrations both downtown and in Boston neighborhoods.
- Fostering the advancement of public art in conjunction with the Boston Art Commission, the Browne Fund and others.
- Supporting film and television production through the Boston Film Bureau with permitting, location assistance and coordination with local and state agencies.

- Providing technical assistance to neighborhood-based groups with event production.
- Promoting Boston as a desirable destination for visitors, conventions, and family-oriented sporting events such as amateur, collegiate, and Olympic tournaments.
- Sponsoring initiatives designed to build new audiences, such as the Mural Crew and the Folk & Traditional Arts Program.
- Fostering international relations through its Sister City and Distinguished Guests Programs.

Assessing Department

Tax Exemptions

Assessing Department Taxpayer Referral & Assistance Center

Address: One City Hall Plaza, Room M5, Mezzanine
Boston City Hall
Boston, MA 02201

Telephone: (617) 635-4287

The mission of the Assessing Department is to accurately determine the value of all real and personal property located within the City of Boston for the purpose of taxation. Assessors are obligated under law to assess all property at its full and fair cash value as of January first of each year. The department is also responsible for the administration of all property tax data records. It maintains accurate parcel ownership data, based upon recorded property transactions at the registry of deeds and all map data pertinent to accurate parcel identification.

The Assessing Department can be contacted for the purposes of elderly and other personal exemptions. Personal exemptions are available to qualified homeowners who are: elderly, blind, surviving spouses or minor children of deceased parents, veterans with service-connected disabilities. More information about personal exemptions and specific requirements can be obtained from the Assessing Department Taxpayer Referral & Assistance Center at the number listed above.

Below is synopsis of available tax exemption programs for the City of Boston:

Elderly exemption

41C provides assistance to elderly taxpayers who meet the age, income, whole estate and residency requirements. Taxpayers who are eligible for personal exemption 41C will receive a reduction in their tax liability.

Blind exemption

37A provides assistance to taxpayers who are legally blind and are registered with and obtains a certificate from the Massachusetts Division of the Blind. Must be legally blind as of July 1 of the tax year. Taxpayers who are eligible for 37A will receive a reduction in their tax liability.

Veterans with service connected disability

Exemption 22 provides assistance to veterans who meet the disability and residency requirements. Taxpayers who are eligible for veteran's exemptions 22 will receive a reduction in their tax liability.

Surviving spouse minor child of deceased parents, elderly

Exemption 17D provides assistance to surviving spouses, minor children of a deceased parent, and elderly taxpayers who meet the age, whole estate and residency requirements. A copy of the trust and schedule of beneficiaries is necessary to process the application. Taxpayers who are eligible for personal exemption 17D will receive a reduction in their tax liability.

Hardship exemption

18-hardship exemption provides assistance to those taxpayers who, in the judgment of the Board of Assessors, are unable to fulfill their tax obligations by reason of age, infirmity and poverty, and financial condition. Taxpayers who are eligible for hardship exemption 18 will be released from all or a portion of their tax liability, as determined by the Board of Assessors. Supporting medical and financial documentation is required to assist the Board of Assessors in making a determination.

Residential exemption

In 1983, the city of Boston had elected to apply a residential exemption to residential property that serves as a principal residence of its owner.

Taxpayers who own and occupy their home can save on their tax bill by having a portion of their tax bill exempted from taxation.

“Circuit Breaker” tax credit (state benefit)

For Persons Age 65 and Older low to Moderate-Income Seniors

The Circuit Breaker Income Tax Credit provides tax relief for moderate and low to moderate-income senior citizens. Qualifying senior citizens may claim a credit in their state income tax returns for the real estate taxes paid on their Boston residential property, effective for the tax years beginning on or after January 1, 2001. This tax credit also applies to renters. For more information on eligibility requirements contact: Department of Revenue Customer Service Bureau (617) 887-MDOR (6367) OR online www.dor.state.ma.us



Boston Center for Youth & Families

Address: 1483 Tremont St.
Boston, MA 02120

Telephone: (617) 635-4920

Facsimile: (617) 635-4524

Web Site: www.cityofboston.gov/bcyf

Senior Programming

For Boston's older citizens, Boston Community Centers sponsor senior centers throughout the city. Each year, thousands of Boston seniors participate in Community Center programming. Services range from social and recreational activities, senior swim programs, English as a second language, computer classes, and exercise and yoga classes. Activities vary by site.

Please call BCYF to find out what programs are happening in your community. Health services available at the Centers include blood pressure screening and nutrition programs. In addition, several Community Centers act as hot lunch sites.

There are 39 community centers run by Boston Center for Youth & Families many of which provide services to seniors.

Boston Police Department

Senior Response Officers

For more information on the Senior Response Officer in your neighborhood or this program:

Telephone: (617) 343-5484

The City of Boston Police Department employs 12 Senior Response Officers who are trained to respond to and handle issues specific to the senior community within their jurisdiction.

The officers are available to assess public safety and ensure the quality of life of senior citizens of Boston. They build relationships with senior citizen facilities and are in-touch with services to serve as an information resource for seniors.

The officers also respond to crimes. The Police Department does safety checks on senior facilities. The Senior Response Officers respond at the request of a building manager, tenant association or outside agency to assess senior safety and quality of life. Boston Senior Response Officers are available to attend senior organizations, clubs civic groups, etc.



Boston Fire Department & Commission on Affairs of the Elderly

Fire Safety Program

Telephone: (617) 635-2359

In an effort to help keep Boston residents safe, the Boston Fire Department in association with the Commission on Affairs of the Elderly implemented a Fire Safety Program in the year 2000.

The City of Boston Fire Safety Program provides FREE smoke detectors for seniors living in Boston. A member of the Fire Department will assess homes for fire safety issues and if needed install smoke detectors free of charge.

Boston Housing Authority, Elderly, Disabled Housing

Address: 125 Amory Street
Boston, MA 02119

Telephone: (617) 988-5335

Boston Housing Authority (BHA) has 37 developments for elderly/disabled housing, this also includes grandparents raising grandchildren housing. The Elderly/Disabled Resident Services Program provides services for approximately 3,500 elderly and disabled residents at the BHA. Eligibility requirements are that a resident must be 62 or over and/or defined as disabled by Federal regulations. Resident services coordinators assist individual residents with needs in health, personal care, meal services, money management, substance abuse treatment, and/or other aspects of daily life. The Boston Housing Authority hosts a series of services and events:

Collaborative Services

- Blood Pressure Screenings
- Presentations about Breast Cancer
- Presentations about Heart Disease
- Heat Stress Trainings
- Dental Screenings
- Hearing Loss Screenings
- Vision Screenings
- Podiatry Services
- Nutrition Education & Programs
- Personal Counseling
- Fire Prevention Informational Sessions
- Legal Services
- Immunization Programs

Social Events

- Wellness Programs
- Sewing Club
- Pottery Making
- Grandparenting Program & Activities
- Trips and Outings
- Music Therapy
- Bible Study/ Religious Services
- Movies
- Games
- Holiday Celebrations
- Pot Luck Meals
- Birthday Parties



Boston Public Health Commission, Elder Health Program

Address: Elder Health
1010 Massachusetts Ave
Boston, MA 02118
Telephone: (617) 534-5674
Email: elderhealth@bphc.org

The Elder Health Program works collaboratively with other city agencies and community based organizations to improve the quality of life for Boston seniors, with a focus on health care. The Elder Health Program also worked with the Commission on Affairs of the Elderly to implement the Mayor's Senior Pharmacy Program.

Mayor's Neighborhood Pharmacy Program Eligibility

Age 65 and older or Medicare Disabled provides discounts on prescription drugs at neighborhood drug stores, free transportation to participating pharmacies, and free wellness sessions.

Boston Public Health Commission is committed to addressing the issue of racial disparities in health care through our **REACH Boston Elders 2010** project. This initiative is funded by a federal grant from the Administration on Aging and is designed to examine racial and ethnic

approaches to community health. Racial and Ethnic Approaches to Community Health 2010 (REACH 2010) is a project designed to eliminate health disparities for minorities in the United States of America by the year 2010.

Federally funded, REACH Boston Elders 2010 requires a community wide effort to improve the health of African American Elders in the City of Boston. The project will address three health priority areas: cardiovascular disease, diabetes and immunization against influenza and pneumonia.

Boston Public Works Department

Telephone: (617) 635-4900
Recycling: (617) 635-4959
Facsimile: (617) 635-7499
Web Site: www.cityofboston.gov/publicworks

The Public Works Department provides a quality environment for the City of Boston and ensures that the City's roadways, streets and bridge infrastructure are safe, clean and attractive. The Public Works Department also maintains street lighting, provides street snow removal, garbage collection and disposal, as well as curbside recycling. General contact information below:

Recycling

Boston Public Works provides smaller recycling bins that are easier to handle.

Recycle on Trash Day

Take your Blue Box, paper and cardboard out to the curb before 7:00 a.m. on your trash day or put it out the night before after 5:00 p.m. If your trash is picked up two times per week, take your Blue Box and paper out on the first trash day. If your trash is picked up three times a week, take your Blue Box and paper out on the middle trash day. The items listed above will be collected and recycled.

The following is the list of acceptable material for curbside collection. Please follow the directions to avoid contamination.

Paper

Place in paper bag next to Blue Box

- Newspaper (with inserts)
- Magazines/Catalogues
- Junk mail (remove free samples)
- White & colored paper/brown bags
- Telephone books/paperback books
- Flattened boxboard (e.g. cereal boxes)
- Milk cartons - flattened
- Flattened corrugated cardboard (3' x 3' or less, place under Blue Box)
- No soiled paper or cardboard
- Please do not put paper in plastic bags
- No pizza boxes

Containers

Rinse and place inside Blue Box

- Glass bottles/ jars? Labels may stay. No broken glass or light bulbs, dishes, glasses, Pyrex, window or auto glass.
- Tin & aluminum food and soda cans, aluminum foil, pie plates, jar lids-Remove lids. Labels may stay.
- All plastic containers - Caps & lid may stay. No motor oil or chemical containers.
- Juice & soy milk boxes.
- No plastic bags.

If your Blue Box wasn't picked up:

Call the Sanitation Division at (617) 635-7575, Monday through Friday, 7:30 a.m. to 3:00 p.m. Or call (617) 635-4959, 3:00 p.m. to 5:00 p.m.

If you move:

Please leave your Blue Box behind for the next resident.

Department of Neighborhood Development

Senior Home Rehabilitation Programs

Telephone: (617) 635-0338

For more information, seniors should contact the Department of Neighborhood Development (DND) to learn which Senior Agency represents your neighborhood. The Senior Agency will provide information and assistance in application preparation.

The Senior Home Initiative of the Department of Neighborhood Development provides a comprehensive set of home rehabilitation and repair services to income eligible elderly homeowners in the City of Boston. DND has contracted with several neighborhood based non-profit agencies to provide minor home repairs. The agencies determine what kinds of repairs they can perform under the program.

More extensive repairs are referred to DND for financing through the Senior Home Rehabilitation Program or the Emergency Home Rehabilitation Program.

Participants in the Senior Home Rehabilitation Program are eligible to receive:

- Technical Assistance from DND Construction Specialist.
- 0% Interest Deferred Loans to finance these moderate rehabilitation projects. In addition, elderly homeowners whose immediate health and safety is jeopardized by extreme housing conditions may be eligible for a grant to correct the conditions. The determination of what constitutes an emergency situation is made by the DND Construction Specialists.

In order to participate in the programs listed below, the applicant must be 62 years of age or older, an owner-occupant of a one to four family property being rehabilitated, and whose income does not exceed 80% of median family income as determined by Housing Urban Development:

Household income not to exceed:

1 Person \$46, 250

2 Person \$52, 850

3 Person \$59, 450

4 Person \$66, 100

Senior Minor Repair Program

The Senior Minor Repair Program provides minor home repairs to eligible seniors. Examples of common minor repairs include clogged drains, broken windows sashes and cord, leaking faucet, and installation of grab bars in bathrooms. The Senior Agency supplies the material and labor, and assesses clients a nominal fee for service.

Senior Emergency Home Repair Program

The Senior Emergency Home Repair Program corrects specific housing conditions, which pose immediate threats to the health and safety of senior homeowners. Emergency repairs addressed through this program include items such as leaking roofs, hazardous porches/steps, failed heating system (seasonal).

A Department of Neighborhood Development (DND) Construction Specialist will determine what constitutes an immediate threat to health and safety of the homeowner.

Senior Home Rehabilitation Program

The Senior Home Rehabilitation Program provides loan financing and technical assistance to qualified senior homeowners whose property is in need of moderate rehabilitation. DND will offer homeowners counseling and referral to other funding sources when project costs exceed the maximum DND investment. The program provides access to low interest loan financing; including preparation of construction documents, as well as the bidding and monitoring of construction.

Applicants to this program may be eligible for additional financing through the Senior Vacant Unit Initiative. This initiative is part of Mayor Menino's 'Leading the Way' Affordable Housing Strategy, which aims to help homeowners renovate and derive income from their property while creating affordable rental units throughout Boston. Owners who take advantage of this program will be required to sign an agreement regulating the rent of the renovated unit(s) for ten years.

HeatWorks Program (July – October)

The Heat Works program in collaboration with Keyspan Energy Corporation and Action for Boston Community Development, Inc. (ABCD) provides heating system repair and replacement services at no cost to eligible seniors homeowners to ensure that heating systems are in good working order well before the cold months. Participants may receive ABCD Energy Audit, insulation, replacement of broken heating systems with energy efficient heating system and technical assistance from DND Construction Specialist.

Due to the large volume of applications to this program, construction may not begin on a project for 6-9 months after applying.

Boston Redevelopment Authority

Boston Redevelopment Authority has a division, Jobs and Community Services, which plans, procures, manages, coordinates, leverages and dispenses public and private funds and services to empower Boston residents through education, training, career development, and human services.

These are the following sites for senior services and programs:

Vendor	Programs
Eldercare Alliance	Money management services to the elderly to help assure their independent living status. <i>555 Amory Street Jamaica Plain, Ma 02130 Telephone: (617) 522-6700</i>
Greater Boston Chinese Golden Age Center	Information and referral focusing on assistance with Social Security and supplementary security income, Medicaid, housing applications, food stamps, and homemaker service. <i>25 Stuart Street Suite 5F Boston, Ma 02116 Telephone: (617) 426-1628</i>

Haitian Multi-Service Center

Provides assistance services for isolated Haitian elders. Also provides literacy service to the same population.

*12 Bicknell Street
Dorchester, Ma 02121
Telephone: (617) 436-2848*

La Alianza Hispana

Information and referral, crisis intervention and advocacy to Hispanic elders. Group education programs on topics such as ESL and math. Also recreation program and nutrition site for hot meals and snacks.

*409 Dudley Street
Roxbury, Ma 02119
Telephone: (617) 427-7175*

Ohrenberger Community Center

Health fitness, art classes, bowling, a drop-in lounge as well as 3-4 yearly events for elderly in Hyde Park, W. Roxbury and Roslindale, especially those living in the Georgetown Housing Development.

*175 West Boundary Road
West Roxbury, Ma 02132
Telephone: (617) 635-5183*

Veronica Smith B.
Multi-Service Senior Center

Health workshop and screening, classes in ESL, art, exercise, ball-room dancing, choral group, and line dancing.

*20 Chestnut Hill Avenue
Brighton, Ma 02135
Telephone: (617) 635-6120*

Vision Community Services

In-home rehabilitation, adaptive aid and equipment peer groups, phone support network, multi-lingual outreach and education, information and referral and in-service training for visually impaired elder.

*200 Ivy Street
Brookline, Ma 02446
Telephone: (617) 738-5110*



Office of Civil Rights

Commission for Persons with Disability

Address: Civil Rights
Room 966
1 City Hall Plaza

Telephone: (617) 635-2500

The Commission for Persons with Disabilities facilitates full and equal participation in all aspects of life by persons with disabilities in the City of Boston. The Commission strives to reduce architectural, procedural, attitudinal, and communication barriers that affect persons with disabilities. The Commission coordinates and monitors the City's compliance with federal, state, and city rights laws for persons with disabilities.

One of the primary programs of the Commission is providing technical assistance on disability-related issues to the various City departments and agencies and to the general public. The disabled citizens of the city have benefited from our technical assistance as it has resulted in access or knowledge of the access that would not have occurred without our direct assistance.

Parks and Recreation Department

Address: 1010 Massachusetts Ave.
3rd Floor
Boston, MA 02118

Telephone: (617) 635-4505

Hotline: (617) 635-PARK

The Boston Parks and Recreation Department oversees 2,200 acres of parkland, including: 215 parks and playgrounds, 65 squares, urban woodlands and street trees, 3 active cemeteries, 16 historic burying grounds, and 2 golf courses. The department also hosts a wide range of community events and live entertainment in the parks under its jurisdiction. For more information on city wide events, please contact the Parks and Recreation Department directly.

Park Arts

Since 1997, Mayor Thomas M. Menino's multi-faceted ParkARTS program has offered a wide variety of cultural offerings in Boston's parks including performing, participatory, and visual arts. By presenting programs in each of these three areas, ParkARTS ensures a broad variety of programming which appeals to many constituencies reaching all of Boston's neighborhoods.

Dorothy Curran

Wednesday Evening Concert Series

Now in its 33rd year, this is the longest-running concert series in Boston. These professionally produced shows feature nationally recognized recording stars and showcase Boston's outstanding youth performers during the "Spotlight on Youth."

This series is presented by **Mayor Thomas M. Menino** and title sponsor **Foxwoods**.

**The Elderly Commission provides seniors with transportation to and from Dorothy Curran Concerts.*

The Park and Recreation Department hosts many events throughout the year such as The Mayor's Annual Garden Party, Boston Landmarks Orchestra, Monday Night Movies, Swinging' in Mothers Rest, Shakespeare in the Park, and much more. For more information, please call the Parks and Recreation Department.

The Mayor's Monday Night Movies

Invite families to enjoy big screen films in neighborhood parks each summer. Neighbors and families gather together to watch different movies each week including classics.

At the Parks and Recreation Department, we believe that parks are for people. By continuing to expand arts programming through ParkARTS and other initiatives, we provide a wide palette of opportunities for Boston's residents and visitors to enjoy cultural activities in Boston's open spaces.

Veterans' Services

Address: 43 Hawkins Street
Boston, MA 02201

Telephone: (617) 635-3037

Veterans' Services Department provides financial and medical assistance to veterans and their dependents and assists all applicants in obtaining other veterans benefits (Federal and State) to which they may be entitled. Benefits are granted to qualified veterans based on eligibility conditions established by Massachusetts law, chapter 115 and CMR 108.

Eligibility must be the following:

- Proof of wartime service, form DD-214, stating discharge under honorable conditions
- Proof of legal residency in the City of Boston
- Proof of financial status

An individual may file an application at City of Boston's Veterans Services Department



Water and Sewer Commission

Discounts

Address: 980 Harrison Avenue
Boston, MA 0219-2540

Telephone: (617) 989-7000

Homeowners who are 65 years of age or older or FULLY DISABLED homeowners who LIVE in a 1-4 family dwelling are eligible for a **25% discount** on their WATER (sewer charges not included) portion of the bill only.

Homeowners requesting an elderly discount must provide proof of age, such as a birth certificate, driver's license, or MBTA senior citizen card, etc.

Homeowners requesting a disability discount must provide proof of FULL disability, such as a doctor's certificate, an award letter from Social Security or Veteran's Administration, etc.

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Commission on Affairs of the Elderly

Mayor Thomas M. Menino, City of Boston

Commissioner Eliza F. Greenberg, Commission on Affairs of the Elderly